

## **LIVE NATION (MUSIC) UK LTD – TICKET & ENTRY TERMS & CONDITIONS - Download Festival (“Event”)**

### **GENERAL**

1. These terms and conditions (“**T&Cs**”) incorporate, and should be read together with, any official ticket agents’ terms or rules, which you can get from the official ticket agent. Your possession of a ticket constitutes your acceptance of these T&Cs.
2. “Live Nation”, “Us”, “We”, “Our” means Live Nation (Music) UK Ltd and/or its representatives, employees and sub-contractors.
3. We reserve the right to implement restrictions/conditions before and during the Event to ensure it is safe. You must comply with any and all instructions given to you by Event staff and stewards, and you may be evicted without a refund if you fail to comply.
4. We reserve the right to refuse admission or to remove any person from the site, without refund, for reasons of public safety (including for crowd surfing or moshing), for any unacceptable behaviour likely to cause damage, nuisance, injury or distress, for harassment (including sexual harassment), or for any breach of these T&Cs.
5. Tickets are for the Event and any billed artists and attractions may be subject to change.
6. No trading or promotional activity is allowed within the site without Our prior written consent. Goods using unauthorised logos must be surrendered to Event staff.
7. By attending this Event, you and other patrons understand and agree to being photographed, filmed and/or recorded in relation to the event and/or for safety and security, including filming by the police. You and other patrons understand and agree that resulting photographs, videos, audio recordings and/or audiovisual recordings may be used in any and all media for any purpose at any time throughout the world (however, you may object to such use by specific request to [privacy@livenation.co.uk](mailto:privacy@livenation.co.uk)). These T&Cs are subject to change from time to time in our sole discretion and We will notify you by posting the amended T&Cs to the Event website.
8. We shall have no liability for any loss, injury, illness or damage to any person or property sustained at the Event howsoever caused (including by Us and Our agents) in any circumstances unless caused as a direct result of Our negligence and that which cannot by law be excluded or limited. Any personal property brought to the Event is at your own risk.
9. These T&Cs are governed by English Law and any dispute arising out of or in connection with these T&Cs shall be subject to the exclusive jurisdiction of the English courts.

### **REFUNDS**

10. Refunds are only considered if the Event is (i) cancelled in full and not rescheduled (if the Event is partially cancelled your refund will be a proportionate partial refund) or (ii) materially altered which is a change (other than a rescheduling) which, in Our opinion, makes the Event materially different to the Event that ticket purchasers, taken generally, could reasonably expect. The following are not deemed to be ‘material alterations’: changes to the Event line-up; adverse weather conditions; changes to individual artists, bands or band members; curtailment of the Event where the majority of the Event is performed; and delays to starting a performance or the Event.
11. Refunds must be requested from the point of purchase, no later than three months after the Event.
12. Refunds of any booking fees per ticket or per order fees are subject to the terms and conditions of the point of sale.
13. Personal arrangements relating to the Event including, but not limited to, travel, subsistence and accommodation are at your own risk and We shall not be liable for any losses incurred from personal arrangements or wasted expenditure beyond the ticket refund.

### **AGE POLICY**

14. All under 16s must be accompanied by a paying ticket holder aged 18 or over who must act as the under 16-year-old’s guardian and accompany them at all times during the Event. No unaccompanied under 16s are allowed on site.
15. Subject to condition 14:
  - under 5s (4 years and under) are admitted free (no ticket required).
  - children aged 5 to 12 require a child ticket which must be purchased at the same time as a paying adult’s ticket.
  - children aged 13 to 15 require an adult ticket.

16. 16 and 17 year olds must purchase an adult ticket however do not need to be accompanied by an adult aged 18 or over.
17. Wristbands to write a mobile number on for children 15 and under in case they get lost or separated from their guardian, will be available from the welfare points.
18. It is the responsibility of the adult(s) to determine the suitability of the Event for under 16s and the correct ratio of supervising adults to under 16s, taking into account the age, needs and abilities of the children, the nature of the Event and any applicable guidelines (for example, the NSPCC's guidance on supervision levels for safeguarding children and young people and relevant health and safety guidelines for educational visits). We will require supervisors to remove children if, in Our sole opinion, the children are causing a disturbance or creating unacceptable health and safety risk to other ticket holders and people present at the Event.
19. We do not act in any parental or supervisory capacity for under 18s on site. This does not affect our legal duties to any attendee in respect of, or obligation to comply with, any applicable laws including health and safety or licensing laws.

## TICKETS AND WRISTBANDS

20. Valid tickets must be produced and scanned in order for you to gain entry to the Event.
21. There is strictly no readmission with a day ticket so once day ticket holders have entered the Event, they cannot re-enter leave the site and re-enter. Weekend Camping and Weekend Arena ticket holders will be able to leave temporarily to access their cars or nearby amenities..
22. Tickets or wristbands purchased from unauthorised sources may be rendered invalid and admission refused. The ticket holder is responsible for their tickets and (where applicable) their wristband for the duration of the Event.
23. Tickets and wristbands remain Our property until the Event closes and are a personal revocable licence which may be withdrawn and admission refused at any time.
24. We will not issue duplicates for lost or stolen tickets or wristbands.
25. Tickets cannot be used as part of any marketing, media or sales promotion, or combined with any hospitality, travel or accommodation service and/or any other merchandise, product or service to create a package for sale or other distribution, without Our prior written consent.
26. If you have obtained your ticket in breach of these T&Cs and/or if you breach any of these T&Cs then your ticket shall be void, and all rights conferred on you or evidenced by such ticket shall be void. If you seek to gain entry to the Event using a voided ticket then we reserve the right to refuse you entry to or evict you from the Event and you may be liable for trespass. Voided tickets are non-refundable.
27. Wristbands (where issued) are strictly non-transferable and will be invalid if removed, tampered with, transferred or resold. Wristbands (where issued) must be worn at all times for the duration of the Event.
28. Ticket resale is not allowed except through the official ticket agent you purchased your ticket from in accordance with its resale platform terms and conditions. If your ticket agent does not have a re-sale facility, tickets can only be re-sold via a not for profit site such as Twickets.

## SECURITY

29. Searching is a condition of entry and you may be searched anywhere on site at any time by security and detection dogs.
30. Without liability to you, We shall be entitled to confiscate any item(s) which may reasonably be considered to be a weapon (or used as a weapon) or which may cause danger, offence or disruption to any other person.
31. Any person suspected of carrying illegal items or carrying out illegal activity may be handed over to the Police, refused entry or evicted from the site without a refund.
32. We reserve the right to evict customers without refund, and/or refuse admission where the Eviction Policy is breached. See [Eviction Policy](#) for further details.

## BANNED ITEMS

33. **Please note: only bags A4 size or smaller are permitted in the arena.**
34. **Banned from Event** – Glass, fireworks/pyrotechnics, flares and distress flares, illegal items and substances, unidentifiable substances, new psychoactive substances (NPS), laser equipment/pens, air horns / megaphones, nitrous oxide and associated equipment (balloons / CO2 dispensers /

cream dispensers), sky or 'Chinese' lanterns, sound systems, spray cans, unofficial tabards/high visibility reflective jackets, blowtorches, generators with the exception of those fixed in campervans, individual camping gas canisters (exemption for gas canisters fitted within campervans), firewood, aerosols over 250ml, petrol burners, any goods for unauthorised trading or with unauthorised Event or artist logos, any item that may reasonably be considered for use as a weapon, or which may cause danger, offence or disruption to any other person, unauthorised buses, coaches or trucks, drones. Hexamine tablets, leatherman multi tools, animals (other than assistance dogs), bicycles/scooters/roller skates/skateboards, excessive amounts of cigarettes (more than personal consumption), excessive amounts of food (more than personal consumption), firewood.

35. Excessive amounts of food, cigarettes and alcohol are not permitted. Only bring enough for personal consumption and only up to a reasonable amount per person.
36. No animals, other than assistance dogs, are permitted on site.
37. **Banned from arena** – Cans, tin openers, disposable BBQs and other stoves permitted in the campsite camping equipment, umbrellas including golf umbrellas, firewood, flags, audio recorders, cutlery, food hampers/cool bag/boxes, gazebos, rooftop tents, camping tents, small hammers for tents, large or open drinks bottles (PERMITTED items include - under 500ml sealed plastic soft drinks/water bottles and empty re-usable bottles of any size metal or plastic (no glass)). Please refill your empty bottles at the water points inside the arena for free. Bottles must be sealed and untampered or empty so that they are not used for bringing in alcohol to the arena such as vodka. You cannot bring alcohol into the arena (bars are available in the arena). If you have a medical condition that means you need to bring your own food or drink, please bring a medical note or evidence to support this. Medication must be accompanied clearly labelled in the original box or container with the dispensary sticker intact. If you need to bring in loose medication or medication that's not in its original packaging, please also bring the prescription(s) with you. Please bring identification matching the name on the prescription.
38. Under 18s are not permitted to bring or to purchase alcohol on site. A Challenge 21 policy will be in place for all alcohol sales on site. It is illegal for an over 18 to purchase alcohol on the behalf of under 18s.
39. Photographic and other recording equipment is permitted provided that it is for personal, non-commercial use only. Unauthorised professional recording equipment is not permitted. In the event of any subsequent commercial use, the bearer agrees to pay Live Nation for the cost of a licence issued by Live Nation for permission to take photographs / visual / audio recordings for commercial use.
40. The use of drones or similar equipment for any reason is prohibited on or near the Event without written permission from Live Nation.
41. Anyone resisting the confiscation of disallowed items or disregarding these conditions will face eviction.
42. Items that are surrendered or confiscated will not be returned.

#### **INFORMATION & NOTIFICATION – ALL LIVE NATION (MUSIC) UK LTD EVENTS**

43. Facilities are available for accessibility customers – please email: [accessibility@downloadfestival.co.uk](mailto:accessibility@downloadfestival.co.uk) for further information
44. Live Nation events, [www.livenation.co.uk](http://www.livenation.co.uk)
45. You can find more information on how we process your data in our Privacy Policy (which can be found at <https://www.livenation.co.uk/privacy>).
46. Event website – <https://downloadfestival.co.uk/> for safety and travel information. If any of these T&Cs are unclear, please contact [info@downloadfestival.co.uk](mailto:info@downloadfestival.co.uk)